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11/30/98

via Federal Express and facsimile

November 30, 1998

Brad Bradley, RPM
U.S. EPA-Region 5 (SR-6J)
77 West Jackson Boulevard
Chicago, Illinois 60604-3507

Dear Brad:

Pursuant to our letter dated November 20, 1998, ENTACT is providing a brief description of the tracking/documentation changes that have been implemented as part of changes in the quality assurance/quality control process concerning enhancing communication with the residents. ENTACT has implemented two tracking procedures that we feel will minimize residential issues in the future: 1) the closeout form has been modified, and a "Home-Owner Call Sheet" has been developed. The following is a brief discussion of each tracking/documentation change described above.

In an effort to identify restoration issues relating to the residential remedial activities, Mr. Shane Jarman will be managing and performing many of the inspections of the work sometime after the installation of the sod. Any restoration issues identified during the inspection will be noted on the closeout form and the date of the inspection will also be noted on the form. Any changes requested by the homeowner will be documented on the restoration agreement and signed by the homeowner. The residential issues identified by ENTACT will be shared with the resident and any additional restoration noted by the resident will be placed on the closeout form as done in the past. In addition, the HEPA vacuum interior access agreement and/or equipment agreement are obtained during the closeout interview.

The "Home-Owner Call Sheet" has been developed to specifically provide more detailed information on the residential issues and track the resolution of the residential issue. Calls made to the resident will also be tracked on this sheet. ENTACT believes that this will provide a more efficient process in resolving remediation issues raised by the home-owner/renter in a timely and efficient manner.

ENTACT believes that these tracking documents and the changes outlined in the November 12th and 20th, 1998, letters will further reduce residential issues in the future. If you have any questions, please call me at 972-580-1323.

Respectfully,

Thad Slaughter
ENTACT, Inc.

cc: Jeff Leed, Leed Environmental, Inc.
ENTACT's Granite City Field Office
Army Corp of Engineer's
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